MOGA Pocket FAQ & Troubleshooting Guide

TECHNICAL QUESTIONS

What Android devices will MOGA Pocket work on?

The MOGA Pocket Mobile Gaming System is compatible with Bluetooth enabled Android smartphones and tablets running Android OS 2.3 (Gingerbread) or higher.

How do I find my Android OS version?

1. On the Android device select “Apps”
2. Locate “Settings” in the apps menu, often looks like a gear icon.
3. Scroll down and locate “About Phone” or “About Tablet” or “About Device” (name is different for all devices)
4. Look for “Android Version” or “Android OS”
    a. Examples of OS’s are 4.0.4, 4.1.1, 3.2, 2.3.6, 2.3.4, etc.
    NOTE: MOGA works on devices running Android 2.3 and above.

My MOGA Pocket Controller will not power on / the blue light is not blinking

1. Verify the power switch is switched on. The power switch should be pushed to the right. You should see a blue flashing light next to the PowerA button and a green light on the bottom right of the controller.
2. If there is still no power, remove and reinsert the batteries to make sure they are fully inserted and positioned correctly. Correct battery orientation can be found inside the battery compartment.
3. If there is still no power, try a fresh set of AAA batteries.
4. If there are fresh batteries and the controller is switched on, the controller may have entered standby mode. Press and hold the PowerA button for 3 seconds and release or switch the power toggle off and back on (both methods have the same effect).
    NOTE: The blue light only blinks when the MOGA Pocket controller is attempting to sync to your Android smartphone or tablet.

If after all of the above has been tried and the MOGA Pocket still has no power, please contact MOGA customer support by phone at 1-888-664-4327 (Mon.-Fri. 5:00am to 5:00pm PST) or by email at CustomerService@MOGAanywhere.com for further assistance.

When trying to pair my MOGA Pocket Controller to my device, the device is unable to locate MOGA Pocket controller

NOTE: In order for MOGA Pocket to connect to the device, Bluetooth must be turned on. If not already done, please go into your device’s settings and turn on Bluetooth or turn on Bluetooth when the MOGA Pivot App prompts you to do so.

1. Please make sure the MOGA Pocket Controller is powered on. If not, please refer to the “My MOGA Pocket will not power on / the blue light is not blinking” section of this FAQ.
2. Move away from - or temporarily power off - all other Bluetooth devices. Other Bluetooth devices may be interfering with the device locating the MOGA.

3. If the device is still not showing “MOGA” or “BD&A” when pairing, you will need to try to manually locate MOGA on the device.
    a. Exit the Pivot App and go to the device’s settings menu.
    b. Locate and select “Bluetooth Settings” (commonly found under “Wireless and Networks” menu).
    c. Select “Scan for devices” (This is not obvious on some devices. Some devices have a menu in Bluetooth settings that looks like 3 dots. Tap on the 3 dots to see if this option is there.)
    d. When your device finishes scanning, select either “MOGA” or “BD&A” from the list of found devices. (You may need to scan multiple times for it to appear.)
    e. Once paired, return to the MOGA Pivot App and follow the on screen instructions.

My MOGA Pocket doesn’t seem to be working ~OR~ I would like to connect a new MOGA Pocket Controller to a device that was previously paired with a different MOGA Pocket Controller, how can I do this?

NOTE: You will need to be in the MOGA Pivot App to do this. Launch the Pivot App and go to the main screen. You may need to select “SKIP” from the initial screens and then pick “Continue to Pivot” when prompted.

1. Once at the main Pivot screen, select the gear icon from the top right corner and then select “Add/Manage Controllers” from the MOGA Settings Menu. This will show all currently synced MOGA controllers and the option to add another controller, for example a MOGA Pro.
2. Locate “MOGA 1” and select “UnSync” to begin the process of removing the current MOGA Pocket from your device.
3. When you see, “Are you sure you want to unsync this MOGA Controller?” Select “UnSync” from the options provided.
4. After the MOGA Pocket Controller has been unsynced, tap the “ADD A NEW CONTROLLER”.
5. You will then be brought to a screen that has a MOGA Pocket and MOGA Pro pictured. Select the image of the controller you have that you want to pair to the device and follow the onscreen setup guide.

How can I pair both a MOGA Pocket and MOGA Pro controller?

1. When you launch Pivot for the first time you will be given an option for you to select what type of MOGA controller you have. If you have both a MOGA Pocket and MOGA Pro select you can select either one to start. This section will start with the MOGA Pocket. Tap on the MOGA Pocket controller to start the pairing process for the MOGA Pocket.
2. Follow the onscreen setup instructions to pair the controller. If you have any issues pairing the controller during this step please refer to the previous troubleshooting steps listed above.
3. When you reach the Pivot main menu select the GEAR icon located in the top right corner of the Pivot menu.
4. Select the “Add/Manage Controllers” button
5. Here you should see “MOGA 1” and next to it a button to Unsync, this means the MOGA Pocket controller is already paired.
6. To now pair a MOGA Pro controller select the “ADD A NEW CONTROLLER” option listed below the already paired controller.
    a. If the MOGA Pocket controller is still powered on you will not be able to add another controller until it is powered off and Pivot no longer sees it. You will receive a message

saying: “MOGA Already Connected: Turn off connected MOGA and allow to disconnect before starting a new sync”. Tap OK on this message screen.

b. Power off the controller and wait for the controller to disconnect from Pivot.

c. Once the controller is off and no longer showing as connected select “ADD A NEW CONTROLLER” again.

7. You will now be presented with the same “Select Your MOGA” screen as when you first started. This time select the “MOGA Pro” image and follow the onscreen setup guide. If you experience any issues while pairing the MOGA Pro please refer to our MOGA Pro troubleshooting FAQ.

I accidentally skipped the setup process; how do I connect MOGA Pocket to my device?

- If you are already in the MOGA Pivot App:
  1. Locate and select the gear icon in the top right corner to enter the MOGA Settings Menu.
  2. Choose the “Add/Manage Controllers” option in the MOGA settings menu.
  3. Choose “ADD A NEW CONTROLLER”
  4. You will then be brought back to the MOGA controller selection screen. Select the appropriate MOGA controller and follow the on screen setup guide.
- If you’re not in the MOGA Pivot App (on the devices menu or in another app):
  1. Launch the Pivot app from the device.
  2. This will start the normal syncing steps. Follow the on-screen instructions provided by Pivot to connect the MOGA Controller to your device.

I accidentally selected the MOGA Pro instead of the MOGA Pocket during setup. How can I now pair the MOGA Pocket?

If you chose the wrong MOGA controller during the initial setup of the controller (you picked the MOGA Pro instead of the MOGA Pocket) you will need to skip through the MOGA Pro setup to get back to the MOGA Pocket setup. Please follow the steps below to do this:

1. After selecting the MOGA Pro you will be at a screen that says Turn on MOGA Pro and there will be 2 options at the bottom of the screen: MOGA is Ready and Skip. Select Skip.
2. A pop up box will appear at this time, select the option “Continue to Pivot”
3. Once in Pivot select the gear icon located in the top right hand corner
4. Select Add/Manage Controllers
5. Select “ADD A NEW CONTROLLER”
6. You will now be back and the MOGA controller selection screen where you can now pick the correct MOGA controller (in this scenario you would choose the MOGA Pocket)

How do I update the MOGA Pivot App?

1. When your Android device is on a Wi-Fi or Carrier (data) connection, you will automatically be prompted by Google Play that an update is available.
   NOTE: This assumes that you have notifications enabled on your device
   a. If you have “auto-updates” enabled on your device the MOGA Pivot App will automatically update when a data connection is detected.
2. If an update is available, please follow the instructions provided by Google Play to download and install.

I cannot get my MOGA controller to pair after updating the Pivot app. How can I resolve this?

If you are experiencing an issue connecting your MOGA Pocket or MOGA Pro controller to your Android phone or tablet after downloading and installing a recent Pivot update we have found that the below steps can resolve the issue.

- The first solution is to restart the phone or tablet that you have the Pivot app installed on. Once the device has been restarted please run Pivot again to see if the issue has been resolved.

If restarting the device doesn't resolve the issue please try the below steps:

1. From the main menu of your device select the Apps Folder
2. Locate and select the Settings option (this usually looks like a gear)
3. On the settings scroll down to either Application Manager or Apps and select this option
4. Locate and select the MOGA Pivot app
5. Select "Force Stop" and then "Clear Data"
6. Relaunch the Pivot app to see if the issue has been resolved

If none of the above resolves the issue at hand please try to fully uninstall and then re-install the Pivot app.

When I try to exit the MOGA Pivot App the app hangs.

- Anytime you power off your MOGA Pocket controller, Pivot will automatically start to search for it which can cause a hang up in the app
- The best way to end a gameplay session is to close the game, exit MOGA Pivot App, then turn off your MOGA Pocket controller.
  NOTE: If you forget to turn your MOGA Pocket controller off it will shut down automatically after 10 minutes of non-use.

When trying to re-sync my MOGA Pocket flashes blue for a long time

- Bluetooth can take up to 30 seconds to re-sync depending on environmental factors such as radio interference or the presence and proximity to other Bluetooth enabled devices.

Why does my MOGA Pocket flash green after blue flashing stops?

- The green flash that follows the blue flashing indicates that your MOGA Pocket controller is now paired (initial) or re-synced to your Android smartphone or tablet.

My MOGA Pocket controller is flashing red, why?

- A red flashing light indicates that your batteries are low.
- Replace your two AAA batteries with two new AAA batteries.

Does MOGA Pocket work with emulators?

- We believe the best game play experience comes from developers integrating controls directly into their games. We offer all our developer partners a simple SDK (Software Development Kit), which allows them to do this. While we understand that emulators are appealing to some gamers and hobbyists, we do not provide or support them at this time.

How do I find my Android device's model number?

1. On Android device select "Apps".
2. Locate "Settings" in the apps menu. This often looks like a gear icon.
3. Locate and select "About Phone" or "About Tablet" or "About Device" (name is different for all devices).
4. Look for "Model Number" or "Model"
    a. Examples of Model Numbers are SCH-i535, etc. (can be anything with letter and number format). NOTE: The same device (e.g. Samsung Galaxy SIII) can have several different model numbers.

Can I use off-the-shelf rechargeable AAA batteries?

- Yes! However, the overall battery life of rechargeable batteries will be less when compared to alkaline batteries. We suggest using fresh alkaline batteries to experience the full 18 hours of game play.

I have noticed some lag/slow response times when playing games with my MOGA Pocket on a Nexus 7 tablet.

- We have identified some issues with slow response/lag times when playing some games with MOGA on Nexus 7 tablets. We are currently working with Google to resolve this issue. While we work to correct this, there is a fix that will help with your gameplay experience. Turning off your WiFi on your device while you play the game will significantly improve gameplay. You can turn off your WiFi in the settings menu on your Nexus 7 under "WiFi"

GAME RELATED QUESTIONS

I just purchased my MOGA Pocket, how do I play games?

1. **Download the MOGA Pivot App**
    a. The MOGA Pivot App must be downloaded prior to gameplay. Download the MOGA Pivot App from Google Play HERE, or by scanning the QR Code provided in the user manual of on the adjustable MOGA Arm of your MOGA Controller.
    NOTE: You may need to have a QR Code scanner app installed on your mobile device.
2. **Sync your Android device with the MOGA Pocket Controller**
    a. If you are already in the MOGA Pivot App:
        i. Locate and select the gear icon in the top right corner to enter the MOGA Settings Menu.
        ii. Choose the "Add/Manage Controllers" option from the Menu.
        iii. Choose "ADD A NEW CONTROLLER" from the next menu.
        iv. Select the type of controller you want to pair.
        v. You will then be walked through all necessary steps to sync the MOGA Pocket Controller with your device.
    b. If you're not in the MOGA Pivot App (on the devices menu or in another app):
        i. Launch the Pivot app from the device.
        ii. This will start the normal syncing steps. Follow the on-screen instructions provided by Pivot to connect the MOGA Pocket Controller to your device.
3. **Select a game to play**
    a. Open the MOGA Pivot App, select the controller icon located in the top left corner of the Pivot App to view your library of games, and then select the game you want to play.
    NOTE: Previously purchased games that have become enhanced for MOGA will appear here.
    b. If you do not have any MOGA Enhanced Games, enter the "Shop" section (shopping bag icon) to view all MOGA Enhanced Games available for purchase. Select the game you wish to purchase and follow the instructions to download the game to your device. Once download is complete, find the game in your library of games (controller icon) and select the game to begin play.

What is the MOGA Pivot App?

- The MOGA Pivot…
    - Helps sync your *Bluetooth*® enabled Android device to your MOGA controller.
    - Conveniently displays all MOGA Enhanced Games that are downloaded and installed on your Android device.
    - Displays all MOGA Enhanced Games available for purchase and links you directly to correct store where you can purchase and download the game.
    NOTE: All game transactions are handled by Google Play. The MOGA Pivot App only helps find MOGA Enhanced Games. PowerA does not receive compensation for any games purchased through the MOGA Pivot App.
    - Offers troubleshooting instructions for known issues

I can't find my previously purchased and downloaded games in the MOGA Pivot App. How do I get these games to work with my MOGA?

1. Confirm that your previously purchased and downloaded games are MOGA Enhanced (compatible with MOGA). You can do this by visiting MOGAanywhere.com/games and reviewing the current list of all MOGA Enhanced Games.
2. If your game does not appear in the list of MOGA Enhanced Games, your game is not currently compatible with MOGA.
3. If your game does appear in the list of MOGA Enhanced Games, but does not appear in the MOGA Pivot App, the game may require an update. You do not need to repurchase the app.
    a. To update your game, please visit the Google Play Store or the developer's online storefront (such as GameLoft.com), download and install any available updates.
    b. If there are no updates available, or if the update did not resolve the issue, please contact MOGA Customer Service at CustomerService@MOGAanywhere.com and reference the game title that is causing the inconvenience.

What is a "MOGA Enhanced Game"?

- All MOGA Enhanced Games are compatible with the MOGA Mobile Gaming System.
    - Visit MOGAanywhere.com/games to view a complete list of MOGA Enhanced Games.
- "MOGA Enhanced Game" refers to any game that a developer has modified to function with the MOGA Mobile Controller. All MOGA Enhanced Games are compatible with the MOGA Mobile Gaming System.
- Purchased and downloaded MOGA Enhanced Games should appear in your library of playable games section (controller icon) of the MOGA Pivot App.
- MOGA Enhanced Games that are available for purchase should appear in the "Shop" section (shopping bag icon) of the MOGA Pivot App.

What games are MOGA Enhanced (MOGA compatible)?

- For a full list of MOGA Enhanced Games please visit MOGAanywhere.com/games. Games are constantly being added to this list, so check back often for updates.
- All MOGA Enhanced Games are available for purchase through the MOGA Pivot App Shop menu. There, you can browse the full library of MOGA Enhanced Games before making your selection in Google Play or in the developer's storefront. However, the MOGA Pivot App is not required to purchase these games, only to play them with MOGA Enhanced features enabled.

Why don't you release this game as a MOGA Enhanced title?

- We would love for every game to be MOGA Enhanced! This is, unfortunately, not always up to us. While we seek out and work with many developers to make their games MOGA Enhanced, it is ultimately up to the individual game developer on whether or not they wish to do so. If you have a game in mind that you would like to be MOGA Enhanced, we recommend contacting the developer and voicing your interest.

What are the bundled or pack-in games that come with MOGA?

- *PAC-MAN® by NAMCO* comes with all MOGA purchases
- Big Box Stores (Walmart, Best Buy, Toys R Us, etc.) come with *Sonic CD* (SEGA)
- Verizon Retail Stores come with *Asphalt* 7 (Gameloft)
- AT&T Retail Stores come with *Sonic CD* (SEGA)

- T-Mobile Retail Stores come with *N.O.V.A. 3* (Gameloft)
    - Select T-Mobile Android Devices also come with a demo of *Need for Speed Most Wanted* (EA)

How do I redeem my free *PAC-MAN® by Namco* game?

1. Launch the Pivot app and connect the MOGA Controller to your device by following the on-screen instructions.
2. Once the MOGA has been successfully connected to the device the Pivot app will confirm with "Congratulations! Your MOGA controller is ready to use" and there will be 2 options that can be selected: "Download your FREE copy of *PAC-MAN® by Namco*" and "Not Now". To get your copy of *PAC-MAN® by NAMCO* please select the option to download your free copy.
   NOTE: If "Not Now" is selected, you may download later when you re-start the app.
3. When the download option has been selected, Pivot will say "Your download has started. Your new FREE game will be available to install in the Play section". At this point select "Continue to MOGA Pivot App".
4. Once in Pivot, select "Play" (controller icon) to bring up a list of all MOGA Enhanced Games that are currently installed on your device.
    a. NOTE: You may have to allow your device to install apps from unknown sources. You can do this within the settings menu of your device; the permission is usually located in the security section.
5. Locate *PAC-MAN® by NAMCO* from on the list of games and select it to start the installation of the game.
6. Follow the on-screen instructions to install the game to your device.
7. Once the game is installed, you will be able to play *PAC-MAN® by NAMCO* using the MOGA controller.

How do I redeem my free *Sonic CD* game?

1. Locate the "GET YOUR GAME ON. FREE NOW" card, this card has redemption information on one side.
2. Once the MOGA controller has been paired with your device using the MOGA Pivot App, you will be prompted with a register and redeem pop-up window.
3. Select the option to register and redeem. The registration form will now appear on screen.
    a. The following information is required to register and redeem:
        i. First and Last Name
        ii. Email address
            NOTE: this should be an email address that you can access using the device.
        iii. Birthdate
        iv. Gender
        v. Location
        vi. Offer Code
            NOTE: The offer code requested can be found on the "GET YOUR GAME ON. FREE NOW" card, located inside of the MOGA packaging. The offer code is 12 numbers and letters separated by hyphens (-).
    b. Enter the redemption code exactly as it is printed on the slip (not case sensitive).
        i. If the code comes back invalid, reenter the code, and make sure there are no typos. Remember, it is easy to confuse "1" and "l", "0" and "O".
            NOTE: If there continues to be issues when using the code, please contact MOGA Customer Service by phone at 1-888-664-4327 (Mon-Fri 5:00am to 5:00pm PST) or by email at CustomerService@MOGAanywhere.com for assistance. Please include the name of the store you purchased your MOGA, the full redemption code, the make and

model of your Android device, the Android operating system on your device, and what issue you are experiencing .

c. Once all info is entered, select "Register".
d. When registration is successful, an email will be sent to the email address you provided on the registration form. From your device, access this email and follow the instructions to download the free copy of *Sonic CD*.

I attempted to redeem the free game code that was included with the MOGA controller but there was an error / the code did not work. How can I get the free game?

- If are experiencing issues with a redemption that was provided with your MOGA controller please email us at CustomerService@MOGAanywhere.com. In your email please to make sure the following information so that our MOGA agent can assist you as fast as possible:
  - Full redemption code
  - The make and model of the device you are attempting to download the game too (Example: Samsung Galaxy S3, Nexus 7…)
  - The Android operating system the device is running (please make sure to include the version number such as 2.3.6 or 4.2. If you need help locating this information please refer to the "How do I find my Android OS version" at the top of this FAQ.
  - What store you purchased the MOGA controller from
- Once we receive your email with all the above information one of our MOGA experts will be able to review the issue and get back to you within 1 business day with a solution.

I skipped the redemption screen during the initial setup, how can I redeem and register now?

1. If not already in the MOGA Pivot App, launch MOGA Pivot from the device you want the free game to be installed on.
2. Continue with the syncing process by following the on-screen instructions.
3. Once you enter the MOGA Pivot App, select the Settings Menu (gear icon) in the top right corner.
   a. Locate and select "Redeem Offer Code".
   b. Follow the instructions on screen to continue with the redemption process. Refer to the previous game specific troubleshooting steps above if you are having issues with the redemption process.

When installing *PAC-MAN® by NAMCO* (or other game) the following message appeared: "'Install Blocked' may appear from Android OS. Allow installation of non-market apps in your device's Settings menu to proceed". What does this mean and what do I need to do?

NOTE: This message indicates that you are attempting to install an app that was not originally purchased from the Google Play Store.

1. When the message appears, select "OK" from the message box. This will take you to the menu in your device where you can choose to allow unknown source downloads.
2. Locate the "Unknown Sources" box and tap the box so that it is checked.
3. Once selected, the device will provide an additional confirmation message. Select "OK" from the options provided to proceed with the game install.
4. Once you select "OK", tap the back button on the device which will return you to the MOGA Pivot App.
5. The MOGA Pivot App will now reconnect to the MOGA Controller. Once download is complete, the game can now be installed.

Games are either not showing up, or are greyed out in the Shop. Why?

- If a game does not appear in the Shop section of the MOGA Pivot App (shopping bag icon), the game is not currently MOGA Enhanced.
- If a game is greyed out in the shop that means this game is not compatible with the device and/or Android OS (operating system) on your device.

I purchased a game to use with MOGA Pocket, but learned that it is not MOGA Enhanced. What do I do now?

- Unfortunately, we are unable to provide refunds for non-compatible games that are purchased. Please refer to Google Play directly if you are seeking a refund. Otherwise, please feel free to enjoy the built-in controls for the game.

Do I have to launch MOGA Pivot before playing games?

- Launching the MOGA Pivot App is the best way to pair the MOGA controller during initial setup and the easiest way to re-sync the MOGA Pocket controller for all subsequent gameplay sessions, but many games will recognize the MOGA Pocket controller if you launch them directly from your "My Apps" without going through MOGA Pivot.
- If you choose to launch games outside of MOGA Pivot look for the blue blinking light on the MOGA Pocket controller to flash green. That green flash indicates that the game you are playing has recognized the MOGA Pocket controller.
    a. If your MOGA Pocket controller continues to flash blue you will need to launch the MOGA Pivot App prior to launching your game.

My device keeps telling me that my MOGA Pocket controller is not connected even though I have exited the Pivot app. How can I stop this message from appearing?

- This feature has now been removed from the Pivot app. If you are still experiencing this issue this means you have an old version of Pivot installed on your device. Please go to the Google Play Store and update Pivot. Once updated your device will no longer prompt you with this message even after exiting.

Is it possible to play MOGA-enhanced games on my TV?

- Yes! Start by pairing your phone to a MOGA Pocket or MOGA Pro Controller via Bluetooth. Then connect an MHL (Mobile High-Definition Link) cord between your TV and your phone to begin your untethered gaming experience! Learn more about HML technology here: http://meetmhl.com/index.aspx

OTHER QUESTIONS / INFORMATION

Contacting Customer Service

- If you were unable to resolve your issue using the troubleshooting provided or need help with an issue not listed, please contact MOGA Customer Service at 1-888-664-4327 (5 a.m. – 5 p.m. Pacific Standard Time, Monday through Friday)using a device other than the one that the MOGA controller is being connected to. Full troubleshooting may not be able to be done or done correctly if calling from the device that needs help. If you are unable to call from a different device, please feel free to email Customer Service as well at CustomerService@MOGAanywhere.com.